



# Washington State Office of Administrative Hearings

*Holding independent, fair hearings since 1982*

**Our Mission:** To hear and independently resolve disputes between the public and state agencies with an impartial, quick, and easy to access process.

**Vision:** All people of Washington can meaningfully participate in their hearing and understand the result.

**Values:** Fairness & Independence | Diversity, Equity, Inclusion & Respect | Performance Excellence | Integrity

**History:** The Legislature created OAH in 1981, adopting the recommendation of the Washington State Bar Association Administrative Law Task Force to “*improve the appearance of fairness*” in the administrative hearing process. The Legislature also intended administrative hearings to be easily accessible to the public: “*Hearings shall be conducted with the greatest degree of informality consistent with fairness and the nature of the proceeding.*” RCW 34.12.010

## Highlights:

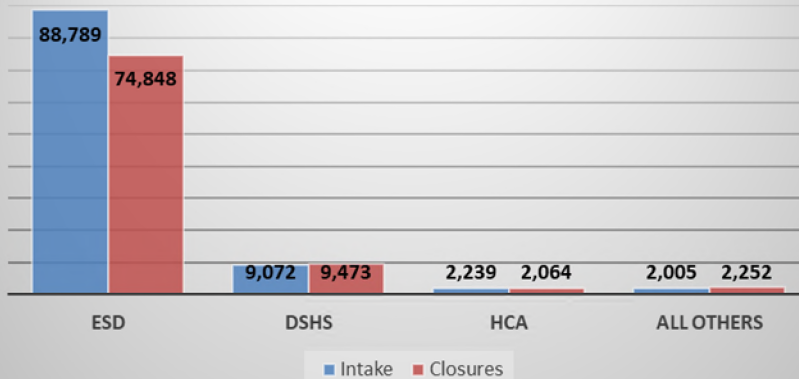
- In Calendar Year (CY) 2021,
  - we received a record 102,105 cases and closed a record 88,637
  - our call center answered 75,157 calls and resolved more than 98% of calls without transferring the caller
- FY 22 - 1<sup>st</sup> Quarter Performance Metrics:
  - Case Quality Review – 98%
  - Order timeliness – 96%
  - Call Resolution – 99%

## OAH Workforce:

- 147 Administrative Law Judges
- 127 Field Office Support and HQ Administrative Staff



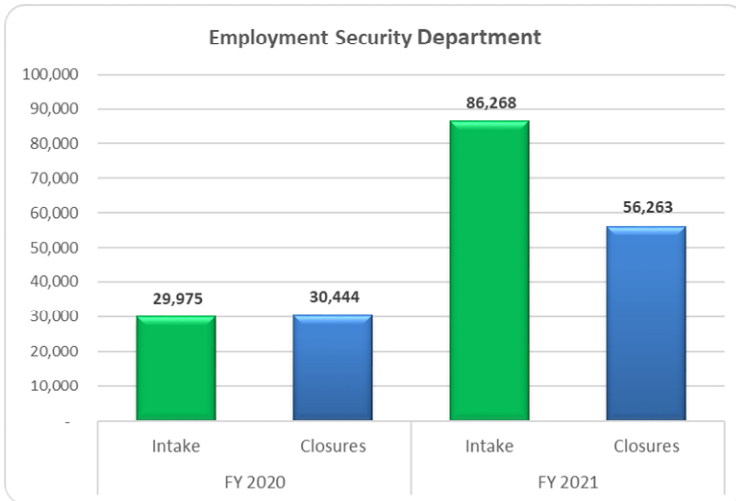
Intake and Closures for CY 2021



All Other Agencies	# Received	# Closed
Dept of Children, Youth & Families	850	893
Superintendent of Public Instruction	254	257
Paid Family Medical Leave	213	242
Labor & Industries	164	257
Liquor & Cannabis Board	114	116
Office of Insurance Commissioner	95	148
Washington State University	28	21
Dept of Financial Institutions	15	19
Department of Licensing	12	10
Washington State Patrol	4	3
Other Agencies	256	286

Please visit our public website at [www.oah.wa.gov](http://www.oah.wa.gov) or contact us at 1-800-583-8271

## Comparison of Intake and Closures by Caseload/Program For Fiscal Years 2020 and 2021



	FY 2020		FY 2021	
	Intake	Closures	Intake	Closures
Paid Family & Medical Leave	20	7	251	226
Pandemic Unemployment Assistance	126	45	19,188	11,836
Pandemic Emergency Unemployment Compensation	21	9	2,713	714
All Other Unemployment Insurance	29,808	30,383	64,116	43,487
<b>Total</b>	<b>29,975</b>	<b>30,444</b>	<b>86,268</b>	<b>56,263</b>

